

## CITY COUNCIL REPORT

DATE: 06/23/2016

TO: Mayor and Councilmembers

FROM: Sandy Corder, Interim Revenue Director

CC: Josh Copley, Barbara Goodrich, Shane Dille, Leadership Team

SUBJECT: UTILITY BILL CYCLE AND CONVERSION UPDATE

This is in response to a request for information on the Utility Bill Cycle from a Council Member. Specifically, are the meter read dates extending beyond the average of 30 days.

### DISCUSSION

The City of Flagstaff implemented Phase 2B of the Harris Innoprise Financial Application on April 1, 2016. This conversion involved more than 43,000 active and inactive client records with balances equating to more than \$2.5 million in outstanding payments, cover 8 monthly billing cycles.

With transition issues, learning curve, and critical harddrive failure of the legacy system, the average length between meter reads during the month of May slipped from 30 to 33.3 days. This anomaly is expected to be short term and has had minimal impact on most customers. Any account experiencing a noticeable impact discerned during the billing process had adjustments completed before mailing. There were a few customers who contacted us and their bills were immediately adjusted, without penalty. The majority of adjustments were less than \$10. Customer Services recognizes this is a sensitive issue and is working diligently to bring the new system up to speed.

Customer Service anticipates that billings and readings will resume their normal turnaround times by the end of July 2016.

### RECOMMENDATION / CONCLUSION

This report is for information only.